

DEPARTMENT OF HEALTH AND HUMAN SERVICES
CENTERS FOR MEDICARE & MEDICAID SERVICES

PRINTED: 02/26/2015
FORM APPROVED
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:		X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING		X3) DATE SURVEY COMPLETED 02/06/2015	
NAME OF PROVIDER OR SUPPLIER CROWNPOINTE OF INDIANAPOLIS				STREET ADDRESS, CITY, STATE, ZIP CODE 7365 E 16TH ST INDIANAPOLIS, IN 46219			
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R000000	<p>This visit was for the Investigation of Complaints IN00163773 and IN00163911.</p> <p>Complaint IN00163773- Substantiated. Deficiencies related to the allegations are cited at R268 and R270.</p> <p>Complaint IN00163911- Substantiated. No deficiencies related to the allegations are cited.</p> <p>Survey Dates: February 4, 5, and 6, 2015</p> <p>Facility number: 005729 Provider number: 005729 AIM number: NA</p> <p>Survey team: Chuck Stevenson RN</p> <p>Census bed type: Residential: 60 Total: 60</p> <p>Census payor type: Medicaid: 58 Other: 2 Total: 60</p> <p>Sample: 8</p>			R000000			

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

Any deficiency statement ending with an asterisk (*) denotes a deficiency which the institution may be excused from correcting providing it is determined that other safeguards provide sufficient protection to the patients. (see instructions.) Except for nursing homes, the findings stated above are disclosable 90 days following the date of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosable 14 days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program participation.

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R000268	<p>These state findings are cited in accordance with 410 IAC 16.2-5.</p> <p>Quality review completed on February 12, 2014 by Cheryl Fielden, RN.</p> <p>410 IAC 16.2-5-5.1(a) Food and Nutritional Services - Deficiency (a) The facility shall provide, arrange, or make available three (3) well-planned meals a day, seven (7) days a week that provide a balanced distribution of the daily nutritional requirements.</p> <p>Based on record review and interview, the facility failed to ensure adequate nutrition was provided through daily meal planning for 60 residents who participate in facility dining in a population of 60.</p> <p>Findings include:</p> <p>A facility "Incident Report Form" dated 1/09/2015 at 1:15 A.M., and reported to I.S.D.H. (Indiana State Department of Health) on that date, indicated:</p> <p>"HFA (Health Facility Administrator) received call from LPN stating that water was running out from under the kitchen door into the dining room...Room trays are being used to serve meals until ceiling repair is completed in the kitchen."</p>		R000268	<p>RE: 0268 Submission of this plan of correction does not constitute admission of guilt All residents in the facility would be at risk for the potential of harm by such deficiency No residents were found to be harmed . As I reported on 1/9/15 our facility experienced water damage in the kitchen this was due to several frozen pipes bursting this happened in the early morning hours of 1/9/15 for breakfast we served a cold meal of cereals, rolls, juice coffee and milk for lunch as were still trying to gather things together and set up a make shift area for food preparation until we knew what had happened and what was going to happen so I ordered pizzas out we had pizza and salads and fruit with drinks by dinner time we had secured a new location in the building which was the activity area which had tables and ample light and</p>		02/27/2015	

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	<p>The HFA was interviewed on 2/04/15 at 1:00 P.M. She indicated that in the early hours of 1/09/15 a water pipe servicing the facility sprinkler system burst, flooding the kitchen and portions of the first floor. She indicated the kitchen suffered extensive damage rendering it unsuitable for use and requiring major renovation, including removal and repair of all food preparation equipment, removal and replacement of drywall, and extensive repairs to electrical and plumbing services. She indicated that estimates to return the kitchen to service were 6 to 8 weeks.</p> <p>The HFA indicated a temporary kitchen had been established in a vacant room on the second floor. This was observed on 2/05/15 at 9:15 A.M., and consisted of a standard domestic refrigerator and stove, and a food preparation counter. The facility continued to use their walk in cooler and freezer which had remained in service without interruption.</p> <p>The HFA indicated that, due to the inability to use the facility's kitchen, and the limited food preparation capabilities of the temporary kitchen, the facility made arrangements with their primary food supplier to obtain pre-cooked and prepared foods which could be heated in</p>		<p>refrigerator, roasters and our food supplier brought us a portable oven and two deep well portable devices for preparing food all food was prepared and packaged for room delivery this process continued for several days until we were able to build a new activity kitchen on the second floor with a deep well sink, long counter with table top prep area and a residential electric stove and refrigerator we had met with our food supplier rep and additional prepared foods were made available to us on our order guide and we began to prepare our meals in the temporary kitchen, these meals were modified from our regular approved menus by utilizing prepared foods such as Salisbury steak with gravy already prepared and all we needed to do was to heat temp and serve since were still unable to cook anything on the stove top due to the lack of ability to utilize the dish machine or the 3 bay deep well sink we were unable to properly clean cookware so all preparation is done in disposable pans were able to utilizes tubs to clean our utensils via the 3 step method. At the time of the visit I had not yet resubmitted the modified menus to the registered dietician. The surveyor asked for our nutritional analysis of our menus and we were unable to supply that to him due to the fact that we do not compute the</p>				

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	<p>the available oven. She indicated that menus had been changed to reflect the use of prepared foods.</p> <p>During an interview with the Food Service Supervisor on 2/05/15 at 1:20 P.M., with the HFA present, she indicated the new menus had been created "based on what we had before." She indicated the previous menus had been prepared by a Registered Dietitian (R.D.), but the facility had no information related to the nutritional components of those menus. She also indicated no nutritional analysis had been done of the menus currently in use, and which would remain in use until the facility's kitchen was back in service. She additionally indicated breakfast was limited to cold cereal with milk, juice, and rolls, as opposed to the previous menus which typically included eggs, bacon, sausage, cream of wheat, and cold cereal options. She indicated she was uncertain how the change in breakfast options would affect meeting daily nutritional requirements.</p> <p>The Account Representative for the facility's primary food service provider was interviewed by phone on 2/05/15 at 2:05 P.M. He indicated his company had worked with the facility to provide prepared foods the facility could use in</p>		<p>analysis that is done by the registered dietician My error was that I had not sent the modified menus to the dietician for review to ensure that adequate nutrition was being provided.</p> <p>I immediately sent the menus that the dietary manger had put together to the Dietician and Armstrong Nutritional Services for her review. Those menus are attached for your review, she suggested to give the residents additional choice of protein items for breakfast to add a Quaker Oatmeal Square or a Special K protein cereal bar. we added the Quaker Square as additional part of the normal breakfast service along with the whole grain cold cereal milk, juice and roll. She made a couple of other additions of fruit to the menus, but overall stated that we had done a good job of meeting the nutritional needs of the residents The signed menus are attached for your review. In addition to the alternative of peanut butter sandwich's we have a fruit cup we also have cottage cheese or a deli sandwich available. I do understand that my residents desire a broader menu as they are used to , however due to our limited space right now we are unable to prepare them eggs made to order or hot grilled items. we have tried to serve various breakfast casseroles and the response was unfavorable Prior to serving our</p>				

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	<p>it's current situation, and had scheduled deliveries twice per week to help with storage issues, but indicated his company provided no nutritional information or menus planning services. He indicated this was considered the responsibility of the facility and their Registered Dietitian.</p> <p>The facility's Registered Dietitian was interviewed by phone on 2/05/15 at 2:15 P.M. She indicated she had not consulted with the facility concerning nutritional components of the facility's altered menus, including whether the menus would meet standard nutritional guidelines. She indicated she had an appointment to visit the facility on 1/15/15 for a consultation, but the facility canceled that appointment, stating "things are just too big a mess." She indicated the facility asked her to call back "around the end of the month" to reschedule the appointment.</p> <p>During an interview on 2/06/15 at 12:30 P.M., the HFA indicated the facility had no written policy and or procedure related to nutrition and menu preparation but relied on I.S.D.H. published standards for guidance and direction in all nutritional and dietary matters.</p> <p>This Residential tag relates to Complaint IN 00163773.</p>		<p>meals via room service we only had approximately 60 % of our residents who chose to come to the dining room for breakfast, but with room service we have 100% of our clients eating a breakfast now. Our original estimate of completion on renovations were 6- 8 weeks out . As of today we expect to back in our kitchen fully functioning serving our normal dietician approved menus by 2/27/15 which will be seven weeks from the start of the flood.</p>				

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R000270	<p>410 IAC 16.2-5-5.1(c)(1-3) Food and Nutritional Services - Deficiency (c) The facility must meet: (1) daily dietary requirements and requests, with consideration of food allergies; (2) reasonable religious, ethnic, and personal preferences; and (3) the temporary need for meals delivered to the resident ' s room.</p> <p>Based on record review and interview, the facility failed to ensure resident's daily dietary requirements, requests, and preferences were meet for 6 of 6 residents reviewed for dietary issues in a population of 60. (Residents D, E, F, G, H, and I.)</p> <p>Findings include:</p> <p>A facility "Incident Report Form" dated 1/09/2015 at 1:15 A.M., and reported to I.S.D.H. on that date, indicated:</p> <p>"HFA (Health Facility Administrator) received call from LPN stating that water was running out from under the kitchen door into the dining room...Room trays are being used to serve meals until ceiling repair is completed in the kitchen."</p> <p>The HFA was interviewed on 2/04/15 at 1:00 P.M. She indicated that in the early hours of 1/09/15 a water pipe servicing</p>	R000270	<p>RE:0270 Submission of this plan of correction does not constitute admission of quilt All residents in the facility would be at risk for the potential of harm by such deficiency No residents were found to be harmed . As I reported on 1/9/15 our facility experienced water damage in the kitchen this was due to several frozen pipes bursting, this rendered our kitchen and dining out of service this happened in the early morning hours of 1/9/15 for breakfast we served a cold meal of cereals, rolls, juice coffee and milk. We have now added a Quaker oatmeal square in addition to the items listed above. We also have had the normal peanut butter sandwich, or a fruit cup available as an alternative to any main entrée e have added cottage cheese or a deli sandwich as well. These items are some of our normal alternatives on our regular menus the only additional item has been the deli sandwich. We attempted to serve the residents a routine breakfast of eggs toast</p>		02/27/2015		

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	<p>the facility sprinkler system burst, flooding the kitchen and portions of the first floor. She indicated the kitchen suffered extensive damage rendering it unsuitable for use and requiring major renovation, including removal and repair of all food preparation equipment, removal and replacement of drywall, and extensive repairs to electrical and plumbing services. She indicated that estimates to return the kitchen to service were 6 to 8 weeks.</p> <p>The HFA indicated a temporary kitchen had been established in a vacant room on the second floor. This was observed on 2/05/15 at 9:15 A.M., and consisted of a standard domestic refrigerator and stove, and a food preparation counter. The facility continued to use their walk in cooler and freezer which had remained in service without interruption.</p> <p>The HFA indicated that, due to the inability to use the facility's kitchen, and the limited food preparation capabilities of the temporary kitchen, the facility made arrangements with their primary food supplier to obtain pre-cooked and prepared foods which could be heated in the available oven. She indicated that menus had been changed to reflect the use of prepared foods. She indicated she was uncertain if breakfast was limited to</p>				<p>and sausage on 1/10/15 the residents did enjoy the meal however we were unable to get everyone served in a timely fashion so we reverted to the cold cereal. We tried to serve other items such as a breakfast casserole of different varieties and the response from the residents was not favorable. So we again revert to our cold breakfast. I understand that the residents want their hot breakfast with their eggs made to order with their bacon and sausage and toast, but with our limited facilities at this time we have been unable to prepare on the cook stove top made to order items and be able to package and deliver them to the rooms in a timely fashion with the items holding appropriate temperature and the resident has not taken to the breakfast casseroles that we served So our best option given the circumstances was the choice of whole grain cereals, rolls, juice, milk and the Quaker oatmeal squares The resident has had a good hot meal served everyday for lunch and alternating hot and cold for dinner just as the normal menu would we are also delivering additional items daily with their evening meal for their evening snack again they have always had the high protein choices of cottage cheese, peanut butter sandwich or a fruit cup I have attached to modified menus have been attached for</p>		

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	<p>cold foods. She indicated peanut butter and jelly sandwiches were the alternate menu choice available. She also indicated the facility did not provide therapeutic or special diets, and that residents and family were advised of that on admission, and agreed to that.</p> <p>During an interview with the Food Service Supervisor on 2/05/15 at 1:20 P.M., with the HFA present, she indicated the new menus had been created "based on what we had before." She indicated indicated breakfast was limited to cold cereal with milk, juice, and rolls, as opposed to the previous menus which typically included eggs, bacon, sausage, cream of wheat, and cold cereal options. She indicated no individual resident assessment had been done to determine personal requirements, requests, or preferences based on the new menus.</p> <p>1. The record of Resident D was reviewed on 2/06/15 at 9:15 A.M. Diagnoses included, but were not limited to, diabetes mellitus, hypertension, and anemia.</p> <p>Resident D was interviewed on 2/05/15 at 9:20 A.M., concerning food service, nutrition, food quality, and menu choices. She indicated that as a diabetic she</p>		<p>your review There are two items that are normally on our alternative menu that are now not available due to our circumstance which is a grilled cheese or a baked potato. In approximately one week or less Our kitchen and dining room are scheduled to be up and running and we will be back in full force using our normal menus with the full range of choices by 2/27/15.</p>				

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	<p>needed to be able to make appropriate food choices. She indicated the current menus being served by the facility contained "too much pasta. Almost every meal. There's only cold breakfast. I can't eat that. I need something hot." She indicated there were no dietary alternatives except peanut butter and jelly sandwiches and stated "I can't eat that." She indicated she had to buy her own food to have adequate nutrition available.</p> <p>2. The record of Resident E was reviewed on 2/06/15 at 9:45 A.M. Diagnoses included, but were not limited to, hypertension, cellulitis, osteoarthritis, and neuropathy.</p> <p>Resident E was interviewed on 2/05/15 at 9:45 A.M., concerning food service, nutrition, food quality, and menu choices. She indicated "The food is just bad. It was bad before the kitchen shut down and now it's worse. A lot of the time I can't eat it. The cold breakfast is the worst. I don't eat it. There are no good alternatives. I have to buy my own food to get by."</p> <p>3. The record of Resident F was reviewed on 2/06/15 at 10:15 A.M. Diagnoses included, but were not limited to, diabetes mellitus, hypertension, and neuropathy.</p>						

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	<p>Resident F was interviewed on 2/05/15 at 8:45 A.M., concerning food service, nutrition, food quality, and menu choices. She indicated "They're doing the best they can but it's not good. The same thing every day, cold breakfast, pasta for lunch a sandwich for dinner. They offer you a peanut butter sandwich instead but I can't eat that."</p> <p>4. The record of Resident G was reviewed on 2/06/15 at 10:45 A.M. Diagnoses included, but were not limited to, hypertension, diverticulitis, osteoarthritis, and incontinence.</p> <p>Resident G was interviewed on 2/05/15 at 8:55 A.M., concerning food service, nutrition, food quality, and menu choices. She indicated "They never have any choices. You either take what they have or you get nothing. I'm tired of it."</p> <p>5. The record of Resident H was reviewed on 2/06/15 at 11:15 A.M. Diagnoses included, but were not limited to, a history of traumatic brain injury, gastro esophageal reflux disease, and osteoarthritis.</p> <p>Resident D was interviewed on 2/05/15 at 9:00 A.M., concerning food service, nutrition, food quality, and menu choices.</p>						

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	<p>She indicated "The food is sometimes good, sometimes not. There are never any choices. I normally eat a hot breakfast but that is not available so I just don't eat breakfast."</p> <p>6. The record of Resident I was reviewed on 2/06/15 at 11:45 A.M. Diagnoses included, but were not limited to, hypertension, constipation, peripheral neuropathy, and anemia.</p> <p>Resident I was interviewed on 2/05/15 at 9:45 A.M., concerning food service, nutrition, food quality, and menu choices. She indicated "My big problem with the food is the breakfast. That was the favorite meal of the day of most residents. With no hot breakfast they just don't get what they want. There are no substitutes. People have to buy their own food to get something they like. I know one resident whose stomach is messed up from cholesterol medications and she can't get the food she needs."</p> <p>During an interview on 2/06/15 at 12:30 P.M., the HFA indicated the facility had no written policy and or procedure related to nutrition and menu preparation but relied on I.S.D.H. published standards for guidance and direction in all nutritional and dietary matters.</p>						

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